THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) No, Sir.

(b) to (d) Do not arise

Sub-standard food served in trains

123. SHRI TARIQ ANWAR: Will the Minister of RAILWAYS be pleased to state:

(a) whether Government are aware that sub-standard and unhygienic food materials are served/supplied in Rajdhani, Shatabdis and most of other trains;

(b) whether Government are aware that private catering companies are indifferent towards the quality and quantity of food materials;

(c) if so, what action Government have taken or contemplating to take to improve the catering services;

(d) whether time to time inspections are done by the railway authorities; and

(e) whether there is any committee to examine and to look after these complaints?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R.VELU): (a) to (c) Railways provide hygienic food to the passengers at stations and in trains including Rajdhani/Shatabdi Express trains through private licensees as well as departmental staff under Indian Railway Catering Tourism Corporation (IRCTC). Appropriate actions like, warning, fine and even termination of contract are taken on complaints received on quality and quantity.

(d) Regular inspections are conducted by Railway as well as IRCTC officials to ensure proper catering services in Railways.

(e) There is no committee to examine and look into the complaints received. However, IRCTC have established a Computerized Complaint Monitoring Cell in the corporate office as well as in their Zonal offices for effective monitoring and redressal of complaints.

Creation of Railway Division at Salem

124. SHRI K. CHANDRAN PILLAI: Will the Minister of RAILWAYS be pleased to state:

(a) whether any proposal for the creation of a new Railway Division at Salem is pending with Government;

(b) whether necessary clearance and approval for the new division has been accorded;

(c) if so, the details of the areas, the new division would comprise;

(d) whether the new division propose to be carved out of the existing divisions in this area; and

(e) if so, detail of the areas being carved out from each of the existing divisions?

THE MINISTER OF STATE IN THE MINISTRY OF RAILWAYS (SHRI R. VELU): (a) The demand for a division at Salem has been agreed to in principle.

(b) Yes, Sir.